

1. INTRODUCTION

The aim of this policy is to ensure that citizens assessed as eligible to receive care and support services, receive a proportionate level of service to meet their assessed needs. In particular, this relates to the potential requirement to assist with transport to these services. In applying the policy the focus will be on;

- a) Promoting the well-being of service users in need of care and support;
- b) Promoting independence;
- c) Empowering service users to use locally available transport;
- d) Empowering service users to use their own transport;
- e) Empowering service users to access community transport schemes. An enablement programme may be implemented to ensure services users can access community transport schemes safely;
- f) Adults, Health and Well-being Department arranging to fund transport when a service user has an assessed transport need.

This policy is based on the principles outlined within the Social Services and Wellbeing (Wales) Act 2014, as a guiding principle, until otherwise identified we will assume that service users assessed as needing care and support services can transport themselves to these services. The Social Services and Well-being (Wales) Act 2014 introduces an overarching 'eligibility test' for determining whether adults, children and carers qualify for support in Wales. A person will be eligible for care if an assessment establishes that they can overcome barriers to achieving their wellbeing outcomes by the local authority preparing a care and support plan and ensuring it is delivered. Therefore, we would not generally provide escort or transport services.

2. ELIGIBILITY CRITERIA

In order for transport to be arranged and funded by us, each service user will be assessed to see whether they have an 'eligible' need to receive care and support and whether they are eligible as per the transport criteria below. Transport will be discussed as part of the 'what matters conversation' regarding what is important for them to assist them achieve their well-being outcomes. Eligible transport provision will be costed as part of a support plan and reviewed alongside all other services.

Therefore, transport matters will be included as part of the needs assessment completed with the individual and their family, specifically around their strengths and the provision available within the community. To be eligible for transport provision, the following criteria will be considered:-

- a) **Motability allowance/support:** Service users in receipt of motability allowance or who have the use of a motability vehicle will not receive subsidised transport, unless there are factors limiting their ability to fully use the benefits of the allowance / vehicle e.g. the nature of the disability, wheelchair type or carer support requirements. If a service user or carer makes the decision that a motability car will not be used for the intended purpose the onus is on the service user and or carer to make alternative appropriate arrangements.

- b) The **distance** a service user has to travel to receive a service **does not** constitute a transport need.
- c) For service users living in residential/nursing home, supported living or extra care housing, **we expect the service provider to arrange for the transportation** of the service user at the service users expense. Only where this is not possible should the issue of access to transport be referred back to us.
- d) **Risk Management:** The assessor will complete an individual risk assessment of the service user's needs in respect of transport, highlighting potential risks and the controls in place to minimise the impact of those risks. Personalised support will only be available in Wales to individuals if it is established that they can, and can only achieve well-being, by receiving such a service.

Essentially, the decision to arrange and fund transport will be supported following a full needs assessment and full assessment of the associated risks as part of a support planning process if it is evidenced that not providing transport provision would produce an unacceptable level of risk to the service user and / or to the recognised carer. Also, individual eligibility will be considered in line with their needs and well-being outcomes.

3. APPEAL PROCESS

Where a person disagrees with their transport assessment, they may present an appeal to be received within **28 days** of the original decision. Details of how to appeal will be provided to the individual or their family/carer by the assessor. Individual service users or their family representative/carer will be given the opportunity to attend the appeal panel to present any relevant information. The appeal panel will make its finding known to the service user or their family representative/carer as soon as possible after the appeal hearing.

The complaints procedure will only come into effect after the transport appeal process has been exhausted. If a service user or their representative/carer have any comments, concerns or complaints, then they should be advised to contact the customer care team on 01286 679549 or gcc@gwynedd.gov.uk.